

In The Claims

✓ Please replace claims 1-3, 5, 7-14, 16-27, and 30-37 as shown below. A marked up version of the amended claims is attached to this Amendment.

1. (Amended) A system for processing a customer concern, the system comprising:

a service station having a digital camera assembly, wherein the digital camera assembly is removable from the service station for capturing digital information related to the customer concern and the captured digital information is automatically downloaded from the digital camera when the camera is returned to the service station;

a reviewer station for receiving the captured digital information from the service station for determining how to address the customer concern; and

a communication port for connecting the service station with the reviewer station for transmitting information related to the customer concern including the captured digital information therebetween.

2. (Amended) The system of claim 1 wherein the service station comprises a computer in selective communication with the digital camera assembly for receiving digital information related to the customer concern.

3. (Amended) The system of claim 1 wherein the service station comprises a scanner for acquiring at least one identifying indicia.

5. (Amended) The system of claim 3 wherein the at least one identifying indica is watermarked onto the captured digital information.

7. (Amended) The system of claim 1 wherein the service station comprises a housing having a base and a base cover.

8. (Amended) The system of claim 7 wherein the base comprises a first recessed portion for receiving a computer.

9. (Amended) The system of claim 8 wherein the base further comprises a second recessed portion for receiving the digital camera assembly.

10. (Amended) The system of claim 9 wherein the second recessed portion further comprises a plurality of terminals for contacting a plurality of camera terminals on the digital camera assembly.

11. (Amended) The system of claim 10 wherein the plurality of terminals comprises a first set of terminals for communication with a first set of camera terminals for charging the digital camera assembly.

12. (Amended) The system of claim 11 wherein the plurality of terminals further comprises a second set of terminals for communication with a second set of camera terminals for transmitting data between the digital camera assembly and a computer installed in the first recessed portion.

13. (Amended) The system of claim 1 wherein the service station comprises a power supply for providing electrical power to the digital camera assembly.

14. (Amended) The system of claim 1 wherein the service station comprises a battery charger for charging a battery included in the digital camera assembly for providing electrical power to same.

16. (Amended) The system of claim 15 further comprising a scanner in communication with the digital camera assembly for acquiring at least one identifying indicia.

17. (Amended) The system of claim 16 wherein the at least one identifying indicia is a vehicle identification number.

18. (Amended) The system of claim 16 wherein the at least one identifying indicia is watermarked onto the images.

19. (Amended) The system of claim 15 further comprising a housing having a base and a base cover.

20. (Amended) The system of claim 19 wherein the base comprises a first recessed portion for receiving the service computer.

21. (Amended) The system of claim 20 wherein the base further comprises a second recessed portion for receiving the digital camera assembly.

22. (Amended) The system of claim 21 wherein the second recessed portion comprises a plurality of terminals for contacting a plurality of digital camera assembly terminals.

23. (Amended) The system of claim 22 wherein the plurality of terminals comprises a first set of terminals in communication with a first set of digital camera assembly terminals for charging the camera.

24. (Amended) The system of claim 22 wherein the plurality of terminals further comprises a second set of terminals in communication with a second set of digital camera assembly terminals for transmitting data between the camera and computer.

25. (Amended) The system of claim 19 wherein the housing comprises a power supply for providing electrical power to the digital camera.

26. (Amended) The system of claim 19 wherein the housing comprises a battery charger for charging a battery included in the digital camera assembly for providing electrical power to same.

27. (Amended) A system for processing a customer concern, the system comprising:

a housing having a removable service computer for receiving data indicative of the customer concern;

a removable digital camera for capturing at least one image of a subject matter of the customer concern and automatically transferring the at least one image to the service computer when installed in the housing;

a scanner attached to the removable digital camera for acquiring an identifying indicia of the subject matter of the customer concern and automatically associating the identifying indicia with the at least one image; and

a remotely positioned reviewer computer for receiving the at least one image and associated identifying indicia from the service computer via a communication network to determine how to correct the customer concern.

30. (Amended) The system of claim 27 wherein the housing comprises a base and a base cover.

31. (Amended) The system of claim 30 wherein the base comprises a first recessed portion for receiving the service computer.

32. (Amended) The system of claim 30 wherein the base further comprises a second recessed portion for receiving the digital camera and scanner.

33. (Amended) The system of claim 32 wherein the second recessed portion comprises a plurality of terminals for contacting a plurality of corresponding digital camera terminals.

34. (Amended) The system of claim 33 wherein the plurality of terminals comprises a first set of terminals in communication with a first set of digital camera terminals for charging the digital camera.

35. (Amended) The system of claim 34 wherein the plurality of terminals further comprises a second set of terminals in communication with a second set of digital